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ABSTRACT

This word processing administrative support secretary position simulation has been developed for use in an office applications laboratory at the postsecondary level. Its purpose is to give the student an opportunity to become familiar with the tasks and duties that may be performed by an administrative support secretary. This employer manual provides a company history, organizational chart, a list of administrative support secretary duties and responsibilities, evaluation and grading information, employer evaluation sheet, word processing efficiency rating form, and student task evaluation form. The main part of the manual consists of 33 jobs for students to perform, with the necessary simulated information for the "Calloway and Pletcher" company. Each job includes a description, materials and equipment list, and requirements for proficiency and accuracy. Some of the jobs are the following: typing an itinerary, an invitation, and a letter; compiling and typing a list of names and telephone numbers; typing a manuscript from dictation; typing memoranda; gathering information and composing an answer to a letter; typing minutes of a meeting from dictation; typing bills of lading, expense reports, a table for a monthly marketing report, and a form letter on a word processor; typing labels for folders and filing them alphabetically; typing a purchase order; proofreading and correcting a balance sheet; determining postage; sorting incoming mail; making up a calendar; typing a letter from dictation; calling businesses; and recalling and revising a sales report. Appended is a forms packet that includes the following: (1) letterhead; (2) memorandum; (3) absentee call-in slip; (4) personnel leave record; (5) payroll register; (6) bill of lading; (7) employee expense statement; (8) purchase order; (9) address labels; (10) calendar; and (11) mail register. (KC)

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Calloway
&
Pletcher Inc.

ED256894

A Word Processing Administrative Support Secretary Position Simulation

Employer's Manual

and

FORMS PACKET

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Georgia Department of Education

CALLOWAY & PLETCHER, INC.

An Administrative Support Secretary Position Simulation

Prepared by

Savannah Area Vocational-Technical School
Savannah, Georgia

Project Supported by

Office of Vocational Education
Division of Program Improvement
and Evaluation
Georgia Department of Education
Atlanta, Georgia 30334

Dr. Charles McDaniel, State Superintendent of Schools

1984

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COMPANY HISTORY

Calloway & Pletcher, Inc. was founded in 1941, and since that time, has expanded its areas of operation to encompass five of the major southeastern port cities: Norfolk, Virginia; Wilmington, North Carolina; Charleston, South Carolina; Savannah, Georgia; Jacksonville, Florida; and an inland branch in Knoxville, Tennessee. The company's two airfreight operations are located in Atlanta's Hartsfield International Airport and in the Foreigh Trade Zone of Orlando's International Airport. Calloway & Pletcher, Inc. is committed to the continuation of providing expertise in handling customs/consular document preparation and cargo coordination in the international marketplace.

To further insure the company's clients of a well-rounded export and/or import program, it formed a Marine Chartering Division. It is felt that this Department will complement the company's other services and allow it the opportunity to participate in the growing need for this type of ocean transportation in the South Atlantic and Gulf. Within the organization there are ninety International Customs and Forwarding Specialists serving the needs of the international community.

The student has been employed as the Administrative Support Secretary. The company is proud of its employees, and its policy is to provide them with:

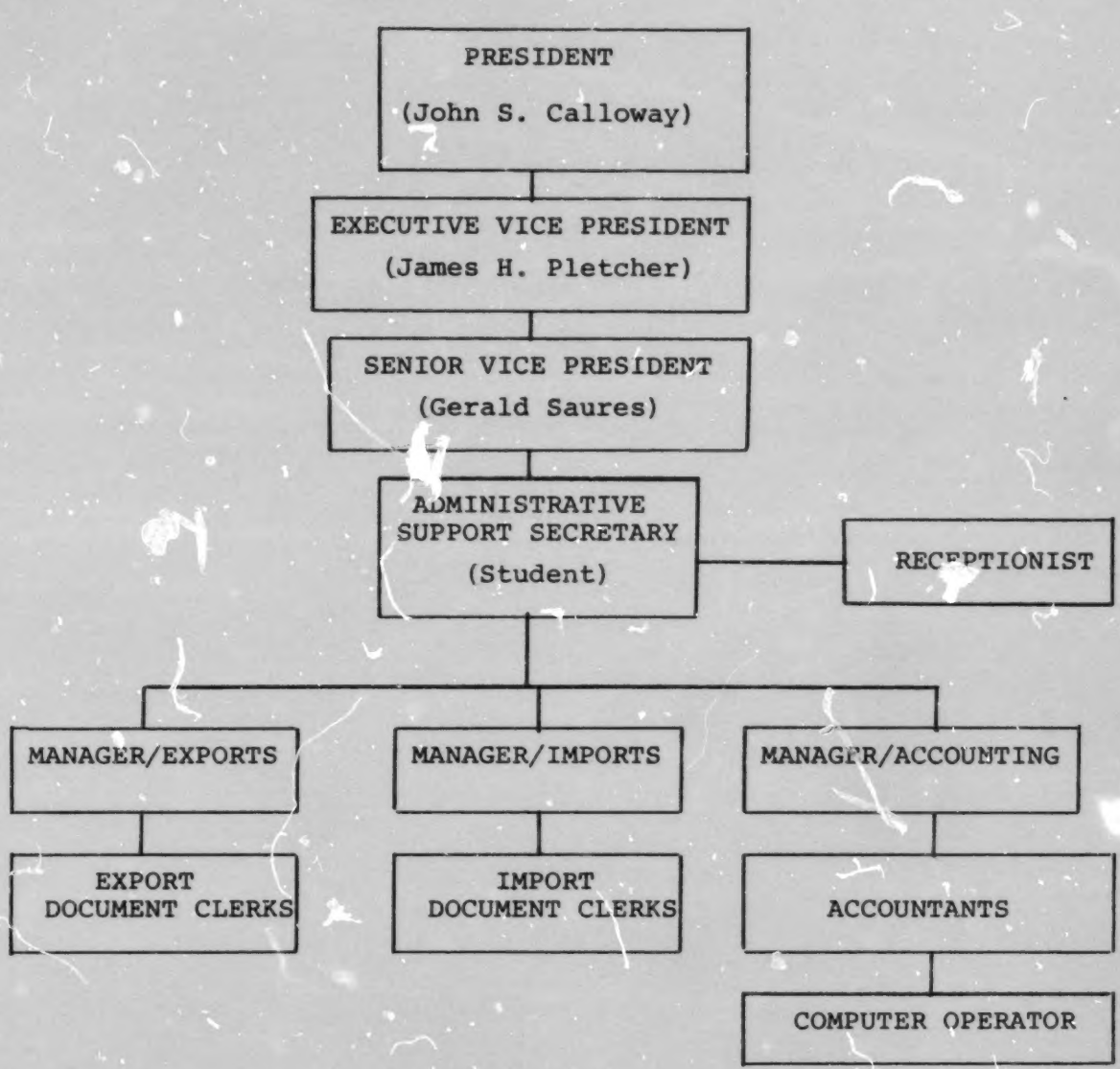
-A clear understanding of the job.
-Responsibilities keeping within their ability of performance.
-Training for personal growth.
-Opportunities to think for themselves and contribute their thoughts toward the company's overall goals.

At the same time, the company looks for:

-Consistent high-quality work.
-Efficient use of people's time and equipment.
-Flexibility in the company's operations.
-Stability in peaks and valleys in the company's workloads.
-Dollar savings in the company's operations.

CALLOWAY & PLETCHER, INC.

Organizational Chart



ADMINISTRATIVE SUPPORT SECRETARY

Duties and Responsibilities

I. GENERAL OFFICE DUTIES

-Answering general correspondence
-Maintaining general correspondence file
-Maintaining office machines/equipment file
-Maintaining service agreements on office equipment
-Maintaining office supply inventory
-Maintaining office supplies for cleaning service
-Maintaining stationery, envelopes, and business cards for all offices
-Making reservations (hotel, plane, car, etc.) for company customers and company employees
-Coordinating office-related functions, dinners, meetings, etc. and reports connected thereto
-Conducting weekly manager meetings, taking minutes, typing up and distributing minutes to all offices
-Keeping file on manager meetings for all offices
-Making appointments for employees with company doctor and following up on billing
-Keeping updated employee information for all office locations to include the company directory, evaluation dates, etc.
-Keeping Vice Presidents updated on weekly employee activities by discussing same with each manager every Monday morning
-Going over weekly itinerary of Vice Presidents every Monday morning to be aware of whereabouts, meetings, trips, etc.
-Designing sign-out sheets for key and luncheons/appointments
-Receiving calls for Vice Presidents while they are out of the office in meetings
-Maintaining auto files as to the maintenance of each, insurance, periodic checks, location, etc.

II. ADVERTISING

-Correspondence with agency
-Supervision of budget
-Selection and coordination of publications
-Maintenance of updated subscription file
-Generation of Quarterly Expense Report/Yearly Recap
-Maintenance of updated expenditure ledger
-Coordination of employee quarterly contest

III. SALES & MARKETING COORDINATOR

-Establishment of system for centralized customer files
-Maintenance of customer files
-Maintenance of current file on salespersons' itineraries
-Distribution of planned itineraries to all branch office managers

-Generation and distribution of all follow-up correspondence for salespersons
-Maintenance of current file on salespersons' follow-up activities

EVALUATION

The employee is placed on a two-week trial and will be evaluated every two weeks for the first six weeks of employment. At the end of six weeks, the employee will be classified according to performance demonstrated during the six-week period. Two employee evaluation forms are provided on the next pages of this manual. The instructor may use these or something similar if so desired.

GRADING

The employee will be graded on a regular basis. A suggested grading scale for this simulation is as follows:

Perfect	A
Mailable	B
Retyped once	C
Unmailable after retyping	F

EMPLOYEE EVALUATION FORM

Use this form to evaluate each employee. For each factor, select the group of words which best describes your judgment of the employee and circle the appropriate point value. When you have rated the employee on all factors, add the points and record the total score.

NAME _____ DATE _____

JOB TITLE _____ TOTAL POINTS _____

1. KNOWLEDGE OF JOB: Consider extent of employee's knowledge of present job. Does employee know what to do and why? Is employee on the alert to increase his or her knowledge?	Has an exceptionally thorough knowledge of work 10	Has good knowledge of work 8	Requires considerable coaching 6	Has inadequate knowledge of work 4
2. QUALITY OF WORK: Consider ability of employee to produce work that meets high standards of quality. Consider accuracy and neatness of work, regardless of volume. How frequent and serious are errors?	Highest quality 15	Well done 12	Passable 9	Poor 6
3. QUANTITY OF WORK: Consider volume of employee's work product under normal conditions. Does employee produce the volume required on each task? Does employee meet the quantity standards set for the job?	Large volume 15	Good Volume 12	Slightly below average volume 9	Unsatisfactory volume 6
4. ATTENDANCE AND PUNCTUALITY: Consider frequency of employee's absences as well as lateness.	Record is Excellent 10	Occasionally absent or late 8	Frequently absent or late 6	Undependable; absent or late without notice 4
5. ATTITUDE: Consider attitude of employee toward work, company, and associates. Consider also willingness of employee to work with and for others. Does employee help out when needed? Does employee work smoothly with others? Does employee observe company policies? Is employee willing to do the less desirable tasks?	Unusually fine attitude 10	Good attitude 8	Passable 6	Poor attitude 4
6. JUDGMENT: Consider ability of employee to make decisions and to utilize working time to best advantage. Does employee plan logically to get work done in best possible manner? Are all facts obtained before making decisions? Does employee know when to seek advice? In unusual situations, does employee act wisely?	Justifies utmost confidence 10	Needs little supervision 8	Needs frequent checking 6	Cannot be relied upon; needs constant supervision 4
7. RELIABILITY: Consider ability of employee to get work out and to complete a job under pressure. Can employee be depended upon to complete assignments satisfactorily and on schedule? Is employee willing to work especially hard to meet peak loads?	Can always be counted upon 15	Generally can be counted upon 12	Unpredictable under pressure 9	Unable to function under pressure 6
8. FLEXIBILITY-ADAPTABILITY: Consider the speed with which employee learns and the amount of instruction required to teach employee new duties. Does employee adapt easily to new conditions? Does employee learn fast? Is employee willing to try new ideas?	Learns fast 10	Learns reasonably fast 8	Slow to learn 6	Unable to learn 4
9. PERSONAL CHARACTERISTICS: Consider appearance, personality, integrity, and neatness of employee. Is employee's honesty and integrity beyond reproach? Is employee capable of properly representing the company over the phone or directly with the public? Does employee dress suitably for the job? Is general impression one of neatness and cleanliness? Does employee keep work area orderly?	Decidedly favorable 5	Good 4	Passable 3	Generally unsatisfactory 2

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WP EFFICIENCY RATING FORM

Employee Name _____
Last First Middle

Job Title _____

Date of Employment _____

Date		Description of Task	Time Spent		Total Time	
Mo.	Day		Hrs.	Min.	Hrs.	Min.

	Excellent	Good	Satisfactory	Poor
Quality of Work				
Quantity of Work				

COMMENTS:

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____

STUDENT TASK EVALUATION FORM

STUDENT _____ MAJOR _____ QUARTER _____

TASK NO.	DESCRIPTION	DATE ISSUED	DATE COMPLETED	PERFECT	RETURNED ONCE	RETURNED TWICE	UNACCEPTABLE	FINAL SCORE

KEYS

INSTRUCTOR GUIDE SHEET

Unit Title: Type an itinerary.

Description: Student will type an itinerary showing confirmed hotel and car reservations. They will use an airline schedule to plan flight arrangements.

Materials, Supplies, and/or Equipment

Included: Handwritten memo

Needed but not included: Airline schedule
Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

ITINERARY FOR JAMES H. PLETCHER
November 18 - 23, 19--

TUESDAY, NOVEMBER 18

4:05 p.m.	Leave Atlanta airport via Delta Airlines Flight 1105/119 DFW
7:35 p.m.	Arrive at Seattle airport
7:40 p.m.	Hertz Rental Car Service (reservation confirmed)
8:00 p.m.	Arrive at Hyatt Regency (reservation confirmed)

WEDNESDAY, NOVEMBER 19

8:00 a.m.	Business breakfast
10:00 a.m.	Business meeting
2:30 p.m.	Seminar A
8:45 p.m.	Dining with Mr. Harris and his wife at the Regency dining room

THURSDAY, NOVEMBER 20

1:30 p.m.	Seminar B
6:00 p.m.	Tour the shipyard
10:00 p.m.	Company dance

FRIDAY, NOVEMBER 21

10:00 a.m.	Conference
1:30 p.m.	Speaker at an assembly
7:00 p.m.	Royal Ball (white tie affair)

SATURDAY, NOVEMBER 22

9:00 a.m.	Seminar C
3:00 p.m.	Sales Award Banquet

SUNDAY, NOVEMBER 23

8:00 a.m.	Leave Seattle airport via Delta Airlines Flight 1046
6:30 p.m.	Arrive back in Savannah

INSTRUCTOR GUIDE SHEET

Unit Title: Type up call-in slips, personnel leave forms, and biweekly payroll form.

Description: Student will type call-in slips, personnel leave records, and a biweekly payroll form.

Materials, Supplies, and/or Equipment

Included: Call-in slips
Personnel leave forms
Payroll form

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

ABSENTEE CALL-IN SLIP

Name Mary Smith

Job Title Receptionist

First Date Absent 11-28-83

Expected Return Date 12-1-83

Reason for Absence:

___ Illness
___ Vacation
_x_ Personal Time
___ Family Death
___ Jury Duty
___ Unknown

Explanation (if necessary) _____

Time of Notification of Absence:

11-28-83 (Day) 8:00 a.m. (Hour a.m./p.m.)

Was Absence:

Reported on First Date Absent _x_ yes ___ no

Considered by Supervisor as _x_ Excused
___ Unexcused

Date 11-28-83 Prepared by Your name

ABSENTEE CALL-IN SLIP

Name Theresa Brown

Job Title Import Document Clerk

First Date Absent 11-28-83

Expected Return Date 12-5-83

Reason for Absence:

___Illness
___Vacation
___Personal Time
_x_Family Death
___Jury Duty
___Unknown

Explanation (if necessary) _____

Time of Notification of Absence:

11-28-83 (Day) 8:15 a.m. (Hour a.m./p.m.)

Was Absence:

Reported on First Date Absent _x_ yes ___ no

Considered by Supervisor as _x_ Excused
___ Unexcused

Date 11-28-83 Prepared by Your name

ABSENTEE CALL-IN SLIP

Name Betty White

Job Title Shipping Room Clerk

First Date Absent 11-28-83

Expected Return Date 11-29-83

Reason for Absence:

- x Illness
- ___ Vacation
- ___ Personal Time
- ___ Family Death
- ___ Jury Duty
- ___ Unknown

Explanation (if necessary) _____

Time of Notification of Absence:

11-28-83 (Day) 8:00 a.m. (Hour a.m./p.m.)

Was Absence:

Reported on First Date Absent x yes ___ no

Considered by Supervisor as x Excused
___ Unexcused

Date 11-28-83 Prepared by Your name

PERSONNEL LEAVE RECORD

(Please print or type)

Employee Jones, (Last) Betty (First) (Middle)

Job Title Export Document Clerk

Social Security No. 256-17-4834

Request the Following Absence to be Charged to the Type of Leave Indicated:

Beginning: 8:00 a.m./p.m. Nov. (Month) 28. (Day) 1983 (Year)

Return to duty: 8:00 a.m./p.m. Dec. (Month) 12. (Day) 1983 (Year)

Type of Leave and Number of Hours to be Charged:

80 Hours Vacation Leave

_____ Hours Employee Sick Leave

_____ Hours Family Sick Leave
- __ Illness __ Accident
- __ Death _____ (Date)
- __ Other (Explain in Remarks)

_____ Relationship

_____ Hours Authorized Leave Without Pay (Explain in Remarks)

_____ Hours Unauthorized Leave Without Pay (Explain in Remarks)

_____ Hours Military Leave (Attach Orders)

_____ Hours Court Leave (Attach Subpoena)

_____ Hours Other (Explain in Remarks)

REMARKS: _____

_____ Employee's Signature _____ Date

_____ Supervisor's Signature _____ Date

_____ Approved _____ Date

PERSONNEL LEAVE RECORD

(Please print or type)

Employee Clark, (Last) John (First) (Middle)

Job Title Accounting Department Clerk

Social Security No. 278-12-2336

Request the Following Absence to be Charged to the Type of Leave Indicated:

Beginning: 8:00 a.m./p.m. Nov. (Month) 28, (Day) 1983 (Year)

Return to duty: 8:00 a.m./p.m. Dec. (Month) 5, (Day) 1983 (Year)

Type of Leave and Number of Hours to be Charged:

40 Hours Vacation Leave

_____ Hours Employee Sick Leave

_____ Hours Family Sick Leave

__ Illness __ Accident

__ Death _____ (Date)

__ Other (Explain in Remarks)

_____ _____
Relationship

____ Hours Authorized Leave Without Pay (Explain in Remarks)

____ Hours Unauthorized Leave Without Pay (Explain in Remarks)

_____ Hours Military Leave (Attach Orders)

_____ Hours Court Leave (Attach Subpoena)

____ Hours Other (Explain in Remarks)

REMARKS: _____

_____ _____
Employee's Signature Date

_____ _____
Supervisor's Signature Date

_____ _____
Approved Date

PERSONNEL LEAVE RECORD

(Please print or type)

Employee Landis, Caroline
Last First Middle

Job Title Accounting Clerk

Social Security No. 219-71-2864

Request the Following Absence to be Charged to the Type of Leave Indicated:

Beginning:	8:00 a.m./p.m.	Nov.	28,	1983
		Month	Day	Year
Return to duty:	8:00 a.m./p.m.	Dec.	5,	1983
		Month	Day	Year

Type of Leave and Number of Hours to be Charged:

40 Hours Vacation Leave
____ Hours Employee Sick Leave
____ Hours Family Sick Leave
__ Illness __ Accident
__ Death _____ (Date)
__ Other (Explain in Remarks)

_____
Relationship

____ Hours Authorized Leave Without Pay (Explain in Remarks)

____ Hours Unauthorized Leave Without Pay (Explain in Remarks)

____ Hours Military Leave (Attach Orders)

____ Hours Court Leave (Attach Subpoena)

____ Hours Other (Explain in Remarks)

REMARKS: _____

_____ _____
Employee's Signature Date

_____ _____
Supervisor's Signature Date

_____ _____
Approved Date

PAYROLL REGISTER

FOR THE WEEK BEGINNING 11-7-83 AND ENDING 11-25-83 PAID _____

EMPLOYEE DATA			EARNINGS						DEDUCTIONS				NET PAY	
NO.	NAME	EXEMPT.	RATE	NO. OF HOURS REG.	NO. OF HOURS O.T.	REGULAR	O. T.	TOTAL	W. H.	FICA	STATE	TOTAL	AMOUNT	CHECK NO.
	Geraldine Price					280.00							280.00	
	Theresa Brown					275.00							275.00	
	Mary Smith					268.00							268.00	
	John Clark					268.00							268.00	
	Betty Jones					280.00							280.00	
	Caroline Landis					255.00							255.00	
	Thomas Allen					325.00							325.00	
	Clarence White					350.00							350.00	
	Edward Jones					475.00							475.00	
	Juliet Smith					240.00							240.00	

19

INSTRUCTOR GUIDE SHEET

Unit Title: Type an invitation for the company Christmas party.

Description: Student will devise an invitation for all employees to the company Christmas party.

Materials, Supplies, and/or Equipment

Included: Instructions only

Needed but not included: Paper
Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

You are invited to the Calloway & Pletcher, Inc.

COMPANY CHRISTMAS PARTY

Where:	Desoto Hilton Ballroom
When:	December 17, 19--
Time:	7-8 P.M. Cocktails 8 P.M. Dinner
Menu:	See below
Cost:	$12 per person
Entertainment:	Double Take

Standing Rib Roast (Prime Rib)
Green Beans Almondine
Potatoes Au Gratin
Broiled Tomato Parmesan
Tossed Salad, Dression
Rolls
Assorted Desserts
Coffee, Tea

Students' answers may vary.

INSTRUCTOR GUIDE SHEET

Unit Title: Compose and type a letter.

Description: The student will be required to compose and type a letter to the addressee. Special instructions have been given by the employer.

Materials, Supplies, and/or Equipment

Included: Calloway & Pletcher letterhead
Note from employer

Needed but not included: Typewriter or Word Processor
Correction materials, if needed
Envelope

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 10, 19--

Mrs. Hue Phan
2505 Mississippi Avenue
Savannah, GA 31404

Dear Mrs. Phan:

First of all, I want to thank you for your invitation to speak at the Business and Professional Women's Club on November 15. It is an honor to be chosen to be the speaker of such a prestigious club. But there is a problem. I already have another speaking engagement on that date. I am sorry but I cannot accept your invitation.

Thank you very much.

Sincerely,

John S. Calloway

John S. Calloway

JSC/urs

INSTRUCTOR GUIDE SHEET

Unit Title: Type and compile list of names and telephone numbers.

Description: The student will be required to type a compiled list of the most frequently used telephone numbers of these companies. The list should be typed in alphabetical order.

Materials, Supplies, and/or Equipment

Included: Rough draft of names and phone numbers and notes from the employer

Needed but not included: Typewriter or Word Processor
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

TELEPHONE NUMBERS

ABBA Cab	354-8113
American Airlines	354-3834
Carolina Shipping	234-7221
City Hall	352-8839
County Court House	354-1803
Delta Airlines	234-1221
Hobart Rental	354-8107
J. Geils, Inc.	927-7730
Miller Transport	925-0369
Pace Line, Ltd.	354-1801
Robin Line	234-6571
Rowland Rentals	925-0834
Savannah Taxi	964-7197
South Atlantic, Inc.	234-5183
Stephenson Shipping Co.	355-1834
Stevens Shipping Co.	964-7123
Strachan Shipping Co.	233-5125
Sylvan Shipping Co.	233-8131
Zim Container Service	236-4261

INSTRUCTOR GUIDE SHEET

Unit Title: Type a manuscript from dictation.

Description: The student will be required to listen to the tape and type a manuscript from dictation.

Materials, Supplies, and/or Equipment

Included: Dictation tape

Needed but not included:
- Typewriter or Word Processor
- Dictaphone machine or cassette tape player
- Plain paper
- Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

INDEPENDENT PUBLIC ACCOUNTANTS, ARTHUR ANDERSON & CO.
Annual Report
August 15, 1983

We have examined the consolidated balance sheets of American President Lines, Ltd. (a Delaware corporation and wholly owned subsidiary of Natomas Transportation Company) and subsidiaries as of December 31, 1981 and 1980, and the related consolidated statements of income and changes in financial position for each of the three years in the period ended December 31, 1981. We have also examined the five-year summary of operations and financial review (pages 2 and 3) for each of the five years in the period ended December 31, 1981. Our examinations were made in accordance with generally accepted auditing standards and, accordingly, included such tests of the accounting records and such other auditing procedures as we considered necessary in the circumstances.

In our opinion, the financial statements referred to above present fairly the financial position of American President Lines, Ltd. and subsidiaries as of December 31, 1981 and 1980, and the results of their operations and the changes in their financial position for each of the three years in the period ended December 31, 1981, and the five-year summary of operations and the financial review presents fairly the information set forth therein for each of the five years in the period ended December 31, 1981, all in conformity with generally accepted

accounting principles, which, except for a change in 1979 (with which we concur) in the method of accounting for operating revenue and expenses referred to in the preceding paragraph, have been applied consistently during the periods.

INSTRUCTOR GUIDE SHEET

Unit Title: Type a memo to all managers.

Description: Student will type a memo to all managers concerning handling of consular documents.

Materials, Supplies, and/or Equipment

Included: Memo letterhead

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

MEMORANDUM

TO: All Managers

FROM: James Pletcher

SUBJECT: Handling of Consular Documents

DATE: (Current)

On (use date two weeks from now) there will be a meeting of all managers in the conference room of our Savannah office. The meeting will begin at 10:00 a.m. Managers from our Norfolk, Virginia, and Panama City, Florida, offices will also be here for this meeting.

We will discuss more efficient ways of handling our consular documents. It is imperative that we have these documents ready when they are needed. We must not be guilty of holding up the movements of the goods of our customers.

I look forward to seeing all of you at this meeting.

xx

Students' answers may vary.

INSTRUCTOR GUIDE SHEET

Unit Title: Type a memo to department managers.

Description: Student will type a memo to all department managers concerning rising office supply costs.

Materials, Supplies, and/or Equipment

Included: Memo letterhead

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

MEMORANDUM

TO: All Department Managers

FROM: James Pletcher

SUBJECT: Rising Cost of Office Supplies

DATE: November 22, 19--

As you are well aware, prices of materials keep going up. These rising costs are hitting us, also.

We will meet on December 5, 19--, to discuss what we can do to keep our costs down. We know that we must have paper, pencils, staples, etc., to do our jobs. We all need to watch and not be as wasteful as we have been in the past.

If you have any suggestions, we will be glad to hear them at this meeting.

urs

Students' answers may vary.

INSTRUCTOR GUIDE SHEET

Unit Title: Gather information and compose answer to letter.

Description: The student will obtain information asked for in the given letter. Type the information according to each numbered item and type a reply. Answers will vary.

Materials, Supplies, and/or Equipment

Included: Letter from individual
Note from employer

Needed but not included: Typewriter
Correction materials
Telephone
Contact any shipping company for information or transportation agency

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Job 7

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

(Current Date)

Mr. Gene Hargett
12433 Deerfield Road
Savannah, GA 31411

Dear Mr. Hargett:

Attached to this letter is the information you requested for shipping the items listed in your letter.

If we can be of further service to you, please let us know.

Sincerely,

Administrative Secretary

urs

Enclosure

Students' answers may vary.

KEY

1. Ridgeway Bracket Clock--Ship United Parcel Service under 50 lbs.
2. Brass Lamp--Ship United Parcel Service.
3. Brass-Plated Oval Cart--21 lbs.
   (a) Trucking company who will crate it properly and also insure same.
   (b) Airfreight such as Delta or Eastern.
4. Bone China Set--Ship United Parcel Service.

Students' answers will vary.

INSTRUCTOR GUIDE SHEET

Unit Title: Type minutes of meeting from dictation.

Description: The student is required to type minutes of meeting from dictation.

Materials, Supplies, and/or Equipment

Included: Dictation tape

Needed but not included: Tape recorder or dictaphone machine
Typewriter or Word Processor
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: See Employer's Manual

NOTE: Format may vary.

MINUTES OF THE MANAGERS MEETING
December 13, 1983

Attendees included:

John S. Calloway, President
James H. Pletcher, Executive Vice President
Gerald Saures, Senior Vice President
Horace Ginn, Import Manager
Jane Hudson, Export Manager
Jeff Jenkins, Sales Representative
John Jackson, Advertising Manager
Mitchell Inman, Marketing Manager

The weekly managers meeting was held on December 13, 1983, at 4 p.m. in the Conference Room. The meeting was called to order by John S. Calloway, President of Calloway & Pletcher, Inc. Additions and deletions were made to the minutes of the last meeting. Old business was also discussed.

Mr. John Jackson gave a thorough advertising report and the following departments also gave their reports:

Imports

A. Number of transactions last week
B. Number of files this year compared to last year
C. Announcements of new/or lost import accounts
D. New developments in the Import Department

Exports

A. Number of transactions last week
B. Number of files this year compared to last year
C. Announcements of new and/or lost export accounts
D. New developments in the Export Department

Accounting

A. Aged accounts receivable report for Imports, Exports, and Miscellaneous. The report was divided into four periods.

0-15 days 16-30 days 31-60 days and 60 days and longer

The Chartering, Saves, and Marketing Departments gave up-dated reports.

Personnel discussed various problems and possible solutions.

New procedures for exporting and importing were discussed.

The floor was opened for new business.

Mr. Pletcher made a few important annoucements.

As there was no further business to discuss, the meeting was adjourned.

INSTRUCTOR GUIDE SHEET

Unit Title: Type three Bills of Lading.

Description: Student will type up three Bills of Lading.

Materials, Supplies, and/or Equipment

Included: Bills of Lading

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

EMPLOYER'S MANUAL

STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - NOT NEGOTIABLE

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading.

AGENT'S NO.

11-27 19 83

FROM

Consigned To / And Destination

Savannah Vocational Tech, Attention Mitchell Inman
214 West Bay Street
Savannah, GA 31401

CUST. ORDER NO.

DELIVERING CARRIER

CAR INITIAL AND NO.

NO. PACKAGES	DESCRIPTION OF ARTICLES	WEIGHT	RATE	CHS
21	Chunky Candy	294	1117	32.84

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

(Signature of Consignor.)

If charges are to be prepaid, write or stamp here, "To be Prepaid."

Received $
to apply in prepayment of the charges on the property described hereon.

Agent or Cashier

Per
(The signature here acknowledges only the amount prepaid.)

Charges Advanced: $

91-068360-11

SHIPPER'S NO.

SHIPPER

PER

Admiral Merchants
~~Freight Agent~~
for Schutter Candy
Peoria, IL

AGENT PER

39

45

BEST COPY AVAILABLE

46

Job 9A

STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - NOT NEGOTIABLE

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading.

AGENT'S NO.

Current 1983

FROM

Consigned To / And / Destination

Miller's Sporting Goods
1081 Abercorn Extension
Savannah, GA 31419

CUST. ORDER NO.

DELIVERING CARRIER

CAR INITIAL AND NO.

NO. PACKAGES	DESCRIPTION OF ARTICLES	WEIGHT	RATE	CHK	
2	Boxes Basketballs				
1	Carton Warm-up outfits	50	3625	197.50	
3	Cartons tennis shoes	50	3625	1247.50	92-4681-92
4	Cartons basketball socks	25	3715	189.60	SHIPPER'S NO.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

(Signature of Consignor.)

If charges are to be prepaid, write or stamp here, "To be Prepaid."

Received $

to apply in prepayment of the charges on the property described hereon.

Agent or Cashier

Per

(The signature here acknowledges only the amount prepaid.)

Charges Advanced: $

SHIPPER

PER

Wilson
25600 LaRosa Boulevard
White Springs, NY 12106

AGENT PER

BEST COPY AVAILABLE

EMPLOYER'S MANUAL

STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - NOT NEGOTIABLE

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading.

AGENT'S NO.

Current 19 83

FROM

Consigned To / And / Destination

Porter's House of Fine China
111 Barnard Street
Savannah, GA 31401

CUST. ORDER NO.

DELIVERING CARRIER

CAR INITIAL AND NO.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

(Signature of Consignor.)

If charges are to be prepaid, write or stamp here, "To be Prepaid."

Received $
to apply in prepayment of the charges on the property described hereon.

Agent or Cashier

Per
(The signature here acknowledges only the amount prepaid.)

Charges Advanced: $

NO. PACKAGES	DESCRIPTION OF ARTICLES	WEIGHT	RATE	CHK	
2	Music Box Collection - Tulip Girls	2	246	10.50	
4	Music Box Collection - Ferris Wheel	4	771	25.00	
2	Hummel Picture Collection Set Hummel Childre, 6" x 12"	4	0325	52.95	92-3681-78
5	Sets of Pewter finish Candlesticks	4	0783	27.75	

SHIPPER

PER

Merritt's Wholesale House
San Bernadino, CA 92401

AGENT PER

SHIPPER'S NO.

41

49

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50

Job 9A

INSTRUCTOR GUIDE SHEET

Unit Title: Type up an expense report.

Description: Student will type an expense report.

Materials, Supplies, and/or Equipment

Included: Blank expense report form

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

EMPLOYEE EXPENSE STATEMENT

Reference _____ (For Accounting Use)

NAME James S. Calloway Social Security No. 253-84-3175 Headquarters Savannah

Budget Code _____

PLACE OF RESIDENCE 2288 White Marsh Landing (Street) Savannah, (City) GA (State) 31410 (Zip Code)

Month Ending October 19

Auto License No. _____

TRANSPORTATION								SUBSISTENCE						OTHER	
Date	Time Departed / Arrived	From, To	Odometer Reading Ending / Beginning	No. State Use Miles	(a) Amount Common Carrier	(b) Taxi Limo. Bus	(a & b) (c) Total Trans.	(d) Breakfast	(e) Lunch	(f) Dinner	(d,e&f) (g) Total Meals	(h) Lodging	(g & h) (i) Total Subsist.	Memo (Identify Other Expense)	Other Expense (Amount)
10-17		Savannah - Denver			230.00	6.45	230.65					45.35	45.35	Car dep.	50.00
														Gas & Tips	20.85
10-18		Denver						4.25	6.50		10.75	45.35	56.10	Parking	3.00
														Phone	2.25
10-19		Denver						2.50	6.80	45.25	54.55	45.35	99.90	Parking	2.50
														Phone	1.45
10-20		Denver						1.50	4.25	7.10	12.85	45.35	58.20	Parking	3.50
														Phone	4.15
10-21		Denver - Savannah				6.00	6.00							Phone	.75
														Car Rental	25.00
														Tips	4.00
		* Special Business Dinner and Entertainment													

I do solemnly swear, under penalty provided by law, that the above statements are true and I have incurred the described expenses and the State use mileage in the discharge of my official duties for the State.

Employee's Signature _____ Date _____

APPROVED:

Unit Head _____ Date _____

Division Director/Office Head _____ Date _____

TOTAL MILES _____ TOTAL TRANS. $236.65 1 TOTAL SUBSISTENCE $ 259.55 2 TOTAL OTHER $ 117.45 3

ACCOUNT CODING

FUND	ACCOUNT NO.	FED CODE	PROJECT NO.	AMOUNT

1&2&3 TOTAL REIMBURSEMENT $ 613.65 4

Advance Travel $ 250.00 5

4&5 GRAND TOTAL $ 363.65 6

DE Form 50, May 1973

52

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INSTRUCTOR GUIDE SHEET

Unit Title: Type a table for the monthly marketing report on the word processor.

Description: The student will type a table on the word processor and store it for later use.

Materials, Supplies, and/or Equipment

Included: Rough draft copy of the table

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

MONTHLY MARKETING REPORT

Salesperson Fee Generation

Salesperson	Hours	Weekly Sales	Amount Generated
George Brooks	40	$12,000.00	$15,000.00
Janice Jones	26	8,000.00	10,000.00
George Gains	20	5,000.00	8,000.00
Bob Pierce	29	10,000.00	12,000.00
Paul Elmore	35	9,000.00	11,000.00

INSTRUCTOR GUIDE SHEET

Unit Title: Type the form letter on the word processor.

Description: The student will program the word processor to stop so the inside addresses and salutations can be typed in.

Materials, Supplies, and/or Equipment

Included: Letterhead

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 29, 19--

Mr. George Briggs
8 King Street
Savannah, GA 31408

Dear Mr. Briggs:

Your order has been received and processed. However, your shipment will be two weeks late due to the Christmas rush.

We have added extra staff members to speed up the shipping procedures. Recent technological equipment has been installed in our offices. This will permit us to provide faster and better service at a lower rate in the near future.

If this office can be of service to you, let us know.

Sincerely yours,

Gerald Saures
Senior Vice President

GS/lm

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 29, 19--

Mrs. Edith Fields
Riverdale Crossing
Thunderbolt, GA 31404

Dear Mrs. Fields:

Your order has been received and processed. However, your shipment will be two weeks late due to the Christmas rush.

We have added extra staff members to speed up the shipping procedures. Recent technological equipment has been installed in our offices. This will permit us to provide faster and better service at a lower rate in the near future.

If this office can be of service to you, let us know.

Sincerely yours,

Gerald Saures
Senior Vice President

GS/lm

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 29, 19--

Mr. Norman Johnson
1001 Union Street
Memphis, TN 38104

Dear Mr. Johnson:

Your order has been received and processed. However, your shipment will be two weeks late due to the Christmas rush.

We have added extra staff members to speed up the shipping procedures. Recent technological equipment has been installed in our offices. This will permit us to provide faster and better service at a lower rate in the near future.

If this office can be of service to you, let us know.

Sincerely yours,

Gerald Saures
Senior Vice President

GS/lm

Calloway
&
Pletcher Inc.
1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 29, 19--

Mrs. Nellie Gibbs
28 Sacket Street
Jersey City, NJ 07304

Dear Mrs. Gibbs:

Your order has been received and processed. However, your shipment will be two weeks late due to the Christmas rush.

We have added extra staff members to speed up the shipping procedures. Recent technological equipment has been installed in our offices. This will permit us to provide faster and better service at a lower rate in the near future.

If this office can be of service to you, let us know.

Sincerely,

Gerald Saures
Senior Vice President

GS/lm

INSTRUCTOR GUIDE SHEET

Unit Title: Type labels for folders and file them alphabetically.

Description: The student is required to type labels for folders and file them alphabetically.

Materials, Supplies, and/or Equipment

Included: List of names

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: See Employer's Manual

ALLEN, DAVID
BATTISE, BOB
BOSTICK, MEL
BRANCH, AMOS
BRANT, DON
CLEVELAND, DONALD
DAVIS, ROBERT LEE
EDWARDS, LOU
FLAVERS, ALLEN
GLISSON, JACK
GOTH, MARVIN
HARRIS, OTIS
HENDRICKS, TOM
JONES, NEAL
McDUFFIE, LARRY
MIKE, JOHN
MUSE, JOHN
NELSON, HENRY
O'BERRY, JAMSES
ROBINSON, BOB
ROZENBECK, MARK
SANDERS, DAVID
SMITH, ROBERT LEE
STEVENS, MARVIN
THOMAS, TOMMY
THORNTON, CHRIS
WILLIAMS, LARRY
WILSON, LEWIS
YOUNG, GLEN

INSTRUCTOR GUIDE SHEET

Unit Title: Type an agenda.

Description: The student will type an agenda for a meeting from handwritten notes.

Materials, Supplies, and/or Equipment

Included: Rough draft copy of the agenda

Needed but not included: Typewriter or Word Processor
Plain paper
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: See Employer's Manual

CALLOWAY & PLETCHER, INC.
Agenda
December 13, 1983

I. Greetings.....John S. Calloway

II. Reading of the minutes of the last meeting.....Marilyn Cannida

III. Discussion of old business.....John S. Calloway

IV. Report from the Advertising Department.....John Jackson

V. Report from the Import Department.....George Briggs

VI. Report from the Export Department.....Debra Isobow

VII. Report from the Accounting Department.....Marcus Mills

VIII. Report from the Chartering, Sales, and Marketing Department.....Mitchell Inman

IX. Report from the Personnel Department.....Eddie Williams

X. Discussion of new business.....John S. Calloway

XI. Announcements.....John S. Calloway

XII. Adjournment

INSTRUCTOR GUIDE SHEET

Unit Title: Type a travel itinerary for employer.

Description: Student will obtain information for proposed trip by contacting the proper agent. Confirm all reservations. Type an itinerary listing all flight possibilities given in employer's notes.

Materials, Supplies, and/or Equipment

Included: Calloway & Pletcher stationery

Needed but not included: Typewriter
Correction materials
Telephone book or Delta Airlines guide

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

NOTE: Answers will vary according to the time in different places.

MEMORANDUM

TO: Mr. John S. Calloway

FROM: Administrative Support Secretary

SUBJECT: Travel Arrangements

DATE: Current

Listed below are the flight possibilities for your trip to Knoxville and Norfolk for the week of November 28.

Savannah to Knoxville

November __, 19--	4:10 p.m.	Leave Savannah via Delta Airlines
	5:00 p.m.	Arrive in Atlanta
	5:35 p.m.	Leave Atlanta via Delta Airlines
	6:16 p.m.	Arrive in Knoxville
	or	
November ___, 19--	7:20 p.m.	Leave Savannah via Delta Airlines
	8:10 p.m.	Arrive in Atlanta
	9:14 p.m.	Leave Atlanta
	10:37 p.m.	Arrive in Knoxville

Knoxville to Norfolk

November ___, 19--	4:15 p.m.	Leave Knoxville
	5:00 p.m.	Arrive in Atlanta
	7:22 p.m.	Leave Atlanta
	8:40 p.m.	Arrive in Norfolk
November ___, 19--	7:45 p.m.	Leave Knoxville

	8:29 p.m.	Arrive in Atlanta
	9:36 p.m.	Leave Atlanta
	10:55 p.m.	Arrive in Norfolk

Norfolk to Atlanta

November __, 1983	7:10 a.m.	Leave Norfolk
	8:40 a.m.	Arrive in Atlanta
	9:28 a.m.	Leave Atlanta
	10:15 a.m.	Arrive in Savannah
	or	
	5:10 p.m.	Leave Norfolk
	6:42 p.m.	Arrive in Atlanta
	7:43 p.m.	Leave Atlanta
	8:30 p.m.	Arrive in Savannah
	or	
	6:50 p.m.	Leave Norfolk
	8:22 p.m.	Arrive in Atlanta
	9:28 p.m.	Leave Atlanta
	10:15 p.m.	Arrive in Savannah

COACH FARE ROUND TRIP TOTAL PRICE	
Savannah - Knoxville	$149.00
Knoxville - Norfolk	181.00
Norfolk - Savannah	199.00
	$529.00

INSTRUCTOR GUIDE SHEET

Unit Title: Type letters on the word processor.

Description: Student will program word processor to stop so inside addresses can be typed in.

Materials, Supplies, and/or Equipment

Included: Letterhead

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

(Current)

Elmwoods
26751 Abercorn Extension
Savannah, GA 31405

Ladies and Gentlemen:

We at Calloway & Pletcher, Inc. would like to talk with you about our shipping services.

We handle both import and export services and to all parts of the globe. We have been in service for over 42 years. We have many satisfied customers in the Savannah area, and we would be glad to furnish their names to you.

I would like to have an opportunity to visit you and discuss further our services with you. I will call you in a few days to set up an appointment.

Sincerely,

CALLOWAY & PLETCHER, INC.

James H. Pletcher

urs

INSTRUCTOR GUIDE SHEET

Unit Title: Type a purchase order.

Description: Student will type a purchase order to replenish office supplies. They will compute extensions, totals and discounts, if applicable.

Materials, Supplies, and/or Equipment

Included: Purchase Order forms
List of supplies

Needed but not included: Typewriter
Office supply catalog
Correction materials
Calculator

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

NOTE: Students answers will vary according to the office supply catalog used.

PURCHASE ORDER

ORDER NO. 234

DATE

TO
REVIEW
OFFICE PRODUCTS
21 West Bay Street
P.O. Box 1736
Savannah, GA 31402

TERMS

SHIP VIA

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL
2	D3-654	Medium size self-stick notes-Scotch 3M	.89	1.78
1	D3-655	Large size self-stick notes-Scotch 3M	1.18	1.18
5	011-BX-5	Pilot precise ball-liner pens, black	1.19	5.95
5	011-BX-5	Pilot precise ball-liner pens, blue	1.19	5.95
4	U4-482-2	Eberhard Faber No. 2 pencils	2.48	9.92
3	F6-752-1/3	Oxford manila file folders, third cut, lst, 2nd, 3rd positions, letter size	11.10	33.30
4	P2-72360	Acco standard (No. 1) small paper clips	4.50	18.00
2	P2-72500	Acco jumbo paper clips	13.25	26.50
4	X8-SF4-5M	Swingline speedpoint staples	3.25	13.00

INSTRUCTOR GUIDE SHEET

Unit Title: Type a purchase order.

Description: Student will type a purchase order to obtain word processing supplies. They will compute extensions, totals, and discounts if applicable.

Materials, Supplies, and/or Equipment

Included: Purchase Order forms
List of supplies

Needed but not included: Typewriter
Office supply catalog
Correction materials
Calculator

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

NOTE: Student answers will vary according to the office supply catalog used.

PURCHASE ORDER

ORDER NO. 256

DATE

TO REVIEW
OFFICE PRODUCTS
21 West Bay Street
P.O. Box 1736
Savannah, GA 31402

TERMS

SHIP VIA

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL
1	01-70	Scrub-a-Daisy	14.95	14.95
4	02-1299-463	Ribbons for IBM Displaywriter	15.00	60.00
2	A9-7034-602	Fiftfile-flip top file box	25.00	50.00
3	A9-7032-164	Library cases	21.25	63.75
5	K8-4498-959	Double-sided, double-density floppy diskette for IBM Displaywriter	77.00	385.00
2	05-W10	Wilson Jones copyholders	20.65	41.30
2	01-1439-502	Printwheels for IBM Displaywriter, prestige elite	28.00	56.00

INSTRUCTOR GUIDE SHEET

Unit Title: Proofread and correct the consolidated balance sheet.

Description: The student will be required to proofread and correct the consolidated balance sheet that was typed by someone else. Find the errors, reinsert the balance sheet into the typewriter and make necessary changes. Errors must be corrected neatly.

Materials, Supplies, and/or Equipment

Included: Rough draft of balance sheet
Typed copy of balance sheet

Needed but not included: Typewriter or Word Processor
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

CALLOWAY & PLETCHER, INC.
CONSOLIDATED BALANCE SHEET, AS OF DECEMBER 31
(in thousands of dollars)

ASSETS				
Cash	1,484	6,443	9,837	9,055
Short-term investments, cost	13,940	32,400	37,847	57,125
Receivables, net	64,474	49,392	52,738	47,906
Oper.-diff. subsidy receiv.	15,846	20,810	12,525	5,985
Oper. supplies & prepayments	27,743	17,317	16,436	5,303
Capital constr. fund deposit	(10,266)	(23,367)	(22,321)	(53,836)
Total current assets	113,221	102,995	107,062	71,538
Capital construction fund	64,377	72,007	47,872	86,161
Prop. & equipment, cost	630,898	519,472	419,493	358,155
Less: Accum. depreciation	119,640	173,517	146,162	152,455
Escrow funds	30,715	37,591	.....	.....
Other assets	19,383	14,424	26,325	2,875
Total	658,954	572,972	454,590	366,274
LIABILITIES				
Notes payable	.....	.....	677	153
Lease obligations due in year	5,514	7,541	8,415	7,861
Accounts pay. & accr. liab.	93,231	88,022	98,364	69,482
Accrued income taxes	1,893	4,869	6,088	4,446
Total current liabilities	100,638	100,432	113,544	81,936
Payable to parent company	(514)	2,952	.....	.....
Net deferred voyage revenue	.....	.....	.....	3,420
Reserves & other liabilities	17,582	13,639	7,464	3,060
Long-term debt	280,517	203,163	125,030	112,322
5% preferred (par $100)	.....	.....	.....	.....
Class A (no par)	.....	.....	.....	1,260
Class B ($1)	.....	.....	.....	2,100
Common ($1)	100	100	100	.....
Paid-in capital	9,576	9,576	9,576	6,317
Retained earnings	251,055	243,119	198,876	155,859
Total	658,954	572,972	454,590	366,274
Net current assets	12,583	2,563	(6,482)	(10,398)

INSTRUCTOR GUIDE SHEET

Unit Title: Type names, addresses and set numbers on the specified forms. File this information numerically and alphabetically.

Description: The student will type names, addresses and set numbers on specified forms. Filing the information in folders numerically and alphabetically is also required.

Materials, Supplies, and/or Equipment

Included: Specified forms

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: See Employer's Manual

Type name, address, city, state, zip, and set no. Job 17

Horton, Mildred		725	Dalton, Micheal		800
Name		Set No.	Name		Set No.
Route, Box 2			111 Fremont Street		
Address			Address		
Troutman	NC		Trenton	NJ	
City	State	ZIP	City	State	ZIP
Jones, Lillian		725	Green, Joseph		800
Name		Set No.	Name		Set No.
501 Commercial Street			606 Sherman Avenue		
Address			Address		
Charleston	SC		Savannah	GA	31405
City	State	ZIP	City	State	ZIP
Lamar Jamses		725	Kelly, Blanche		800
Name		Set No.	Name		Set No.
404 Copper Street			409 Summit Avenue		
Address			Address		
Cander	NJ		Rockdale	SC	
City	State	ZIP	City	State	ZIP
Luwinee, Sally		725	Lamb, John Jr.		800
Name		Set No.	Name		Set No.
2146 Oscar Avenue			322 Delaware Avenue		
Address			Address		
Queens	NY		Atlantic City	NJ	
City	State	ZIP	City	State	ZIP
Monroe, Morris		725	Reynolds, Ella Mae		800
Name		Set No.	Name		Set No.
3080 Cedar Street			967 Pond Road		
Address			Address		
Brooklyn	NY		Salt Lake City	UT	
City	State	ZIP	City	State	ZIP
Mullin, Oscar		725	Walker, Darrell		800
Name		Set No.	Name		Set No.
4762 Morris Road			2021 Arrow Drive		
Address			Address		
St. Louis	WA		Atlanta	GA	30371
City	State	ZIP	City	State	ZIP
Richardson, Maud		725	Zimmerman, Harold		800
Name		Set No.	Name		Set No.
115-78 217th Street			717 Livingston Avenue		
Address			Address		
Queens	NY	11411	New Brunswick	NJ	
City	State	ZIP	City	State	ZIP

Type name, address, city, state, zip, and set no. Job 17

Briggs, George		850	Lamb, John Jr.		900
Name		Set No.	Name		Set No.
28 Suckette Street			322 Delaware Avenue		
Address			Address		
Jersey City	NJ	07304	Atlantic	NJ	07304
City	State	ZIP	City	State	ZIP
Decautor, Shirley		850	Sutton, Sylaphia		900
Name		Set No.	Name		Set No.
225 W. 40th Street			17 Hammerton Street		
Address			Address		
Savannah	GA	31401	Hartford	CT	06221
City	State	ZIP	City	State	ZIP
Jenkins, Reginald		850	Tillman, Chris		900
Name		Set No.	Name		Set No.
3104 King Street			3 Lucran Circle		
Address			Address		
Savannah	GA	31408	Savannah	GA	31906
City	State	ZIP	City	State	ZIP
Robinson, Robert		850	Zimmerman, Harold P.		900
Name		Set No.	Name		Set No.
644 39th Street			14 State Street		
Address			Address		
Savannah	GA	31401	Trenton	NJ	07414
City	State	ZIP	City	State	ZIP
Smith, Albert V.		850	Giles, Gay		950
Name		Set No.	Name		Set No.
1401 Broad Street			21 East Lathrop Avenue		
Address			Address		
Neward,	NJ		Savannah	GA	31401
City	State	ZIP	City	State	ZIP
Stafford, Harold		850	Harden, Bill		950
Name		Set No.	Name		Set No.
622 Tatum Street			494 Ban Sicien Avenue		
Address			Address		
Savannah	GA	31405	Brooklyn	NY	
City	State	ZIP	City	State	ZIP
Bell, Dr.		900	Kelly, Bob		950
Name		Set No.	Name		Set No.
160 Nevada Highway			44 Everette Turnpike Road		
Address			Address		
Boulder City	NV		Concord	MA	
City	State	ZIP	City	State	ZIP

INSTRUCTOR GUIDE SHEET

Unit Title: Determine postage and mail each item.

Description: The student will call Post Office and find out the cost for mailing each item. Type up list according to how the items are numbered.

Materials, Supplies, and/or Equipment

Included: Note from employer

Needed but not included: Typewriter
Correction materials
Plain paper

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

KEY

1. Special Delivery envelope containing a check for $500 weighing one ounce--destination is Boston, MA.

Registered	$ .20 postage	This check will not have
Registration fee	3.30	to be insured because it
Total	$5.50	is made out to a person and no good to anyone else.

2. First-class letter weighing one ounce--destination London, England

   Surface mail--30¢

3. Parcel Post package weighing about three lbs.--destination Charleston, SC--$1.63

4. Air Parcel Post package weighing about four lbs.--destination Toronto, Canada--$5.27

Student's answers will vary.

INSTRUCTOR GUIDE SHEET

Unit Title: Sort incoming mail.

Description: The student will sort the incoming mail according to classifications: Air Mail letters, Business Letters, Certified Letters, Personal Letters, Special Delivery Letters and Registered Letters. The student will type a list of the pieces of mail received and fill in the other information.

Materials, Supplies, and/or Equipment

Included: List of mail
Register of Mail form

Needed but not included: Typewriter
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

REGISTER OF INSURED, SPECIAL
DELIVER, AND REGISTERED MAIL

RECEIVED		FROM		FOR	TYPE OF MAIL
DATE	TIME	NAME	ADDRESS	DEPARTMENT OR INDIVIDUAL	RECEIVED
12/1	9:00*	Stevens Shipping & Terminal Company	26 East Bay Street Savannah GA 31402	Calloway & Pletcher, Inc.	Business
12/1	9:00	Strachan Shipping Co	Savannah Bank Bldg. Savannah, GA 31401	"	"
12/1	9:00	The Bank Limited Southeastern Maritime	310 East May Street Savannah, GA 31401	"	Certified
12/1	9:00	Pace Line Ltd.	Savannah Bank Bldg. Savannah, GA 31401	"	Certified
12/1	9:00	Stephanson Shipping Company	1609 West River Street Savannah, GA 31403	"	Certified
12/1	9:00	Carolina Shipping	Realty Bldg. Savannah, GA 31401	"	Personal
12/1	9:00	Chatham Shipping Agency	130 Houston Street Savannah, GA 31404	"	Personal
12/1	9:00	South Atlantic Terminals Inc.	120 West Bay Street Savannah, GA 31403	"	Personal
12/1	9:00	Robin Line	126 West Bay Street Savannah, GA 31402	"	Special Delivery
12/1	9:00	American President Lines, Ltd.	Tremont Road Savannah, GA 31402	"	Special Delivery
12/1	9:00	Sea-Land Services, Inc.	GPA Garden City Terminal, Garden City, 31414	"	Registered
12/1	9:00	Star Shipping NY Inc. Technical Dept.	Old Louisville Road Savannah, GA 31414	"	Registered

*Time will vary

INSTRUCTOR GUIDE SHEET

Unit Title: Make up calendar for December.

Description: Student will make up a calendar from notes.

Materials, Supplies, and/or Equipment

Included: Notes
Blank calendar form

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

December 1983

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	Department Managers Meeting 10:00 a.m. 5	6	7	8	9	10
11	12	Staff Meeting 2:00 p.m. 13	14	15	16	Christmas Party 7:00 p.m. 17
18	19	20	21	22	Closed for December 23 - 26 23	Christmas 24
25	26	Staff Meeting 2:00 p.m. 27	28	29	30	31

INSTRUCTOR GUIDE SHEET

Unit Title: Type the two letters from dictation.

Description: The student will be required to listen to the tape and type Letters 1 and 2 from dictation.

Materials, Supplies, and/or Equipment

Included: Dictation tape of Letters 1 and 2
Letterhead

Needed but not included: Typewriter or Word Processor
Cassette tape player or
Dictaphone machine
Correction materials, if needed
Envelopes

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 17, 19--

Mr. David Slocumb
328 Gadsden Street
Knoxville, TN 37901

Dear Mr. Slocumb:

In reference to your letter concerning escrow and construction funds, the proceeds of the sale of each series of the bonds will be required to be deposited, in part, in an Escrow Fund relating to such series held by the U.S. and, in the remaining part, in a Construction Fund relating to such series held by a trustee. The Company will also be required to deposit in each Escrow Fund an amount representing interest in the amount of such proceeds deposited therein. The Funds may be invested in certain prescribed securities. Disbursements may be made from the Construction Fund and, later, from the Escrow Fund for construction expenditures after required payments by the Company from its own funds. Also, disbursements for interest on the bonds may be made from interest monies deposited in applicable Escrow Fund.

Upon termination of the Escrow Fund relating to each series of the bonds, the balance of the Fund must be applied not more than 30 days after such termination towards the redemption of bonds of such series to the extent the principal amount of such bonds exceeds 75 percent of the payments for the "actual cost" of the applicable Vessel, with any remainder of the Escrow Fund being paid to the Company.

If you have any questions, please notify me.

Sincerely,

John S. Calloway, President

urs

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 17, 19--

Mr. Thomas Worth
1621 Old Mill Road
Atlanta, GA 30320

Dear Mr. Worth:

Over the past several months, we have noted the movement of your fine products through the port of Savannah. On two occasions since October of 1982, our Mr. Doug Craig attempted to meet with you at your facility without success. I thought perhaps I should write to you directly and request an appointment with you either at your facility in Statesboro or in your office here in Savannah.

I have enclosed a small flier which easily explains to you the services and locations of the Calloway & Pletcher, Inc. You will note that we are present in all major South Atlantic sea ports along with the two principal air gateways of Atlanta, Georgia, and Orlando, Florida. This network of facilities enables us to easily control both import and export shipments to the benefit of our various clients.

Our on-line computer hook ups between Charleston, Atlanta, and Jacksonville also enables us to instantaneously transmit essential information necessary when expediting documentation. Our export and import personnel have all been extensively trained in both the theoretical and mechanical elements of International Trade. Their years of experience enable them to provide a better quality of service to all of our clients.

When you need second day delivery to or from the Continent, our firm offers you this additional advantage along the most competitive airfreight rates available in the southeastern United States. I have enclosed a sampling of these rates for your information. I have also enclosed a listing of our management personnel for your files.

Mr. Thomas Worth
Page 2
November 17, 19--

I shall call you soon to set up with you a time so we may further develop the advantages offered by the firm to its clients.

Sincerely,

James H. Pletcher
Vice President

JHP/gsp

Enclosures

INSTRUCTOR GUIDE SHEET

Unit Title: Type a memorandum from rough draft copy on the word processor.

Description: The student will type a memorandum from rough draft copy on the word processor and store it for later use.

Materials, Supplies, and/or Equipment

Included: Memorandum form
Rough draft copy

Needed but not included: Typewriter or Word Processor
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

MEMORANDUM

TO: All Employees

FROM: Gerald Saures, Senior Vice President

SUBJECT: HOW BUSINESS IN OUR SOCIETY AFFECTS CALLOWAY & PLETCHER, INC.

DATE: December 13, 19--

Business is the mainspring of the American society. We are dedicated to an economic system based on the ability of the individual to own property, invest money, and engage in business activities of his own choice restricted only by his ingenuity, resources, and the common good. Although capitalism is an economic system rather than a political system, democracy in the United States is inextricably rooted in capitalism.

Therefore, we at Calloway & Pletcher, Inc. should work very hard toward a better company and bigger profits.

There are three major types of business ownership in the United States: the single proprietorship, the partnership, and the corporation. Calloway & Pletcher, Inc. is a corporation that cares about its employees. The company is now offering profit sharing. You can become a stockholder with this company. It is obvious that the corporation is the most important form of business ownership in the United States. Some interesting data stockholders (owners) of corporation can be found in the company's booklet, "Investing With Your Company." It is surprising to note that, of the number of stockholders, a large percentage are women. The largest number of stockholders fall within the $10,000 to $30,000 income range. This should help dispel the notion that one must be wealthy to be a stockholder. You are on your way to becoming wealthy with Calloway & Pletcher, Inc.

INSTRUCTOR GUIDE SHEET

Unit Title: Type an announcement on a spirit master.

Description: The student will type an announcement on a spirit master and run ten copies.

Materials, Supplies, and/or Equipment

Included: Letterhead

Needed but not included: Spirit master
Typewriter
Correction materials
Spirit duplicator

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.
1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

ANNOUNCEMENT

Monthly Staff Meeting Date Change

From Third Wednesday Each Month

To Fourth Friday Each Month 2 p.m.

Conference Room

INSTRUCTOR GUIDE SHEET

Unit Title: Type a memo.

Description: The student will be required to type a memo from handwritten copy for his/her employer. The memo is in rough draft form and will have to be arranged in an attractive style.

Materials, Supplies, and/or Equipment

Included: Handwritten memo
Rough draft copy
Memo stationery

Needed but not included: Typewriter
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: See Employer's Manual

MEMORANDUM

TO: All Employees

FROM: John S. Calloway

SUBJECT: Increased Mailing Expenses

DATE: (Current)

It has been brought to my attention that mailing expenses have increased about three percent in the last six months. In order to identify and overcome this problem, we are asking that you list some ways and possible reasons to keep these costs under control. You might want to discuss your idea over lunch with your co-workers. Please give all suggestions in writing to the Administrative Secretary.

xx

INSTRUCTOR GUIDE SHEET

Unit Title: Type a letter of acknowledgement for employer.

Description: The student will be required to type a letter from handwritten copy for his/her employer. The letter is in rough draft form and will have to be arranged in an attractive style. Type an envelope. The address is included in the instructions.

Materials, Supplies, and/or Equipment

Included: Letterhead
Instruction sheet

Needed but not included: Typewriter
Correction material
Envelope

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 17, 19--

Ms. Deborah Rish
13 Skyline Drive
Savannah, GA 31406

Dear Ms. Rish:

This will acknowledge and thank you for your communication of October 28, 19--, enclosing your most recent resume. Your letter indicated you desire to pursue a communications and/or public relations career in the Savannah area.

I was going to recommend Mr. John Jones at the Georgia Ports Authority; but after reading over your resume and experience outlined, I noted that you must have had contact with John during your internship at the Georgia Ports Authority.

I shall file your resume, and I will be in touch if the need arises.

Sincerely,

CALLOWAY & PLETCHER, INC.

John S. Calloway

JSC/urs

INSTRUCTOR GUIDE SHEET

Unit Title: Type a list of shipping terms.

Description: The student will type a list of shipping terms and arrange in alphabetical order. He/she will also make ten copies of each page.

Materials, Supplies, and/or Equipment

Included: List of shipping terms

Needed but not included: Typewriter or Word Processor
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

TERMS

Accident - An event that occurs even though a reasonable person would not have foreseen its occurrence, because of which the law holds no one legally responsible for the harm caused.

Act of God - An act of nature that is not reasonably foreseen.

Agency - The relationship that exists between a person identified as a principal and another by virtue of which the latter may make contracts with third persons on behalf of the principal.

Agent - One who is authorized by the principal to make contracts with third persons on behalf of the principal.

Antedate - A date prior to the true one; an earlier date.

Bailment - The relationship that exists when personal property is delivered into the possession of another under an agreement, express or implied, that the identical property will be returned or will be disposed of in accordance with the agreement.

Bailor - The person who retains title although he gives up physical possession of property in a bailment.

Bailee - The person who acquires possession, but not the title to possessions which are being bailed.

Bill of Lading - A document issued by a carrier showing the receipt of goods and the terms of the contract of transportation.

Common Carrier - A carrier that holds out its facilities to serve the general public for compensation without discrimination.

Consignee - One to whom goods are shipped.

Consignment - A bailment made for the purpose of sale by the bailee.

Contract Carrier - A carrier who transports on the basis of individual contracts that it makes with each shipper.

Demurrage - A charge made by the carrier for the unreasonable detention of cars by the consignor or consignee.

Extraordinary Bailment - A bailment in which the bailee is subject to unusual duties and liabilities such as a common carrier.

Factor - A bailee to whom goods are assigned for sale.

Lease - An agreement between the lessor and the lessee in which the former agrees to give possession and the use of the leased property for a specific length of time for a designated sum of money or money's worth.

Lessee - The party who acquires the possession of property in a lease.

Lessor - The owner of leased property.

License - A permit which allows some act or series of acts to be performed by an individual, business, or industrial firm.

Postdate - To place a later date on an instrument other than the actual date on which it was executed.

Private Carrier - A carrier owned by the shipper, such as a company's own fleet of trucks.

INSTRUCTOR GUIDE SHEET

Unit Title: Type letters on the word processor.

Description: Student will program word processor to stop so inside addresses can be typed in.

Materials, Supplies, and/or Equipment

Included: Letterhead

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 18, 19--

Miller's Sporting Goods
10801 Abercorn Extension
Savannah, GA 31419

Ladies and Gentlemen:

I wish to thank you for the opportunity to explain our company to you. We are glad you have decided to use our company to handle your merchandise.

We are in the process of drawing up the articles of agreement between your company and our firm. We will have them to you within the week.

If I can be of any further service to you, please don't hesitate to call on me.

Sincerely,

James H. Pletcher

urs

INSTRUCTOR GUIDE SHEET

Unit Title: Type letters on word processor.

Description: Student will program word processor to stop so inside addresses can be typed in.

Materials, Supplies, and/or Equipment

Included: Letterhead

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 18, 19--

Relaford's House of Fun
3 East Bryan Street
Savannah, GA 31401

Ladies and Gentlemen:

Thank you very much for your time. I was glad to have the opportunity to explain our company to you.

I appreciate your views on not wishing to use our services at this time. As we discussed, there may be a time in the future when you can use our services.

If I can be of any help, please don't hesitate to call on me.

Sincerely,

James H. Pletcher

urs

INSTRUCTOR GUIDE SHEET

Unit Title: Type a table.

Description: Student will type a table on a word processor and store it for later use.

Materials, Supplies, and/or Equipment

Included: Plain paper

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: See Employer's Manual

GROSS INVOICE SALES FOR CALLOWAY & PLETCHER, INC.

December 12-16, 19--

Items	Monday	Tuesday	Wednesday	Thursday	Friday	Total
China	$2,450.65	$ 3,123.50	$ 2,123.50	$1,450.20	$ 958.27	$10,892.87
Book Shelves	1,321.21	1,893.75	3,100.25	2,144.10	1,002.95	9,462.01
Pictures	489.56	427.66	399.27	401.27	266.74	1,993.50
Antiques	2,427.81	2,851.23	1,987.63	1,892.05	1,206.98	10,365.70
Bicycles	1,989.05	2,981.73	3,057.61	3,029.99	2,871.43	13,929.81
Totals	$8,687.28	$11,277.87	$11,454.76	$8,917.61	$6,306.37	$46,643.89

INSTRUCTOR GUIDE SHEET

Unit Title: Type a memorandum.

Description: The student will type a memorandum from handwritten material.

Materials, Supplies, and/or Equipment

Included: Rough draft of memo

Needed but not included: Typewriter or Word Processor
Correction materials, if needed

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: See Employer's Manual

MEMORANDUM

TO: All Office Employees

FROM: Gerald Saures, Senior Vice President

SUBJECT: Schedule for Coffee Breaks

DATE: November 29, 19--

Coffee breaks for all office employees are extended to 15 minutes, twice daily. The new times are 10:30 a.m. and 2:30 p.m. This change is effective immediately.

xx

INSTRUCTOR GUIDE SHEET

Unit Title: Type a letter for employer.

Description: The student will be required to type a letter and follow the instructions given in the note from the employer.

Materials, Supplies, and/or Equipment

Included: Letterhead
Note from employer

Needed but not included: Typewriter or Word Processor
Correction materials, if needed
Envelope

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: Mailable copy

Job 29

Calloway
&
Pletcher Inc.

1001 King George Blvd. Savannah, Georgia 31401 Telephone (912)352-1066

November 17, 19--

WORLD WIDE SHIPPING GUIDE
1628 Mercer Boulevard
White Plains, NY 10602

Ladies and Gentlemen:

Enclosed is a check for $24 for renewal of my subscription to the "World Wide Shipping Guide."

Sincerely yours,

John S. Calloway
President

urs

Enclosure: Check

INSTRUCTOR GUIDE SHEET

Unit Title: Call restaurants, florists, and delicatessens

Description: Student will role play phone calls to obtain the necessary information.

Materials, Supplies, and/or Equipment

Included: Memo form
Notes from employer

Needed but not included: Typewriter
Telephone
Telephone directory
Correction materials

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

MEMORANDUM

TO: Mr. James Pletcher

FROM: (Your Name)

SUBJECT: Information Requested

DATE: (Current)

I called the Hyatt Regency and made reservations for eight people at The Windows for Thursday night. The reservations are made for 8:00 p.m.

I called Gottliebs and ordered a fruit basket sent to Mr. Gerald Smith's home. It will be delivered this afternoon.

I called Carolyn's Flowers and ordered a large red poinsettia plant to be delivered on Thursday to Mr. Calloway's home. A white Christmas cactus will be delivered the same day to Mr. Saures's home.

xx

Students' answers may vary.

INSTRUCTOR GUIDE SHEET

Unit Title: Recall and revise report.

Description: Student will recall a previously typed report and make the changes indicated.

Materials, Supplies, and/or Equipment

Included: Note from employer

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

MONTHLY MARKETING REPORT

Salesperson Fee Generation

Salesperson	Hours	Weekly Sales	Amount Generated
George Brooks	32	$10,000	$12,000
Janice Jones	26	8,000	10,000
George Gains	20	5,000	8,000
Bob Pierce	42	15,000	22,000
Paul Elmore	40	13,000	21,000

INSTRUCTOR GUIDE SHEET

Unit Title: Recall and revise memorandum.

Description: Student will recall a previously prepared memorandum and make the changes indicated.

Materials, Supplies, and/or Equipment

Included: Note from employer

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

The student will recall the memorandum prepared in Job 22 and make the following revisions:

1. The booklet's title will be changed to "Investing in Calloway & Pletcher, Inc."

2. Wherever the masculine gender is used exclusively in the body of the memorandum, it will be changed to include both masculine and feminine gender; such as, he/she, his/her, etc.

INSTRUCTOR GUIDE SHEET

Unit Title: Recall and revise sales report.

Description: The student will recall and revise a previously prepared sales report.

Materials, Supplies, and/or Equipment

Included: Note from employer

Needed but not included: Word Processor

Requirements (Suggested)

Proficiency Level or Prerequisites: See Employer's Manual

Accuracy: 100%

GROSS INVOICE SALES FOR CALLOWAY & PLETCHER, INC.

December 12-16, 19--

Items	Monday	Tuesday	Wednesday	Thursday	Friday	Total
China	$2,450.65	$ 3,123.50	$ 2,123.50	$1,450.20	$ 958.27	$10,892.87
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Pictures	489.56	427.66	399.27	401.27	266.74	1,993.50
Antiques	2,427.81	2,851.23	1,987.63	1,892.05	1,206.98	10,365.70
Bicycles	1,989.05	2,981.73	3,057.61	3,029.99	2,871.43	13,929.81
File Cabinets	2,244.00	2,004.00	301.78	842.40	671.21	7,001.56
Wall Hangings	5,217.00	3,141.00	2,718.24	8,919.46	212.84	9,056.23
Totals	$16,148.28	$16,422.87	$14,474.78	$18,679.47	$7,190.42	$62,701.68

Federal law prohibits discrimination on the basis of race, color or national origin (Title VI of the Civil Rights Act of 1964); sex (Title IX of the Educational Amendments of 1972 and Title II of the Vocational Education Amendments of 1976); or handicap (Section 504 of the Rehabilitation Act of 1973) in educational programs or activities receiving federal financial assistance.

Employees, students and the general public are hereby notified that the Georgia Department of Education does not discriminate in any educational programs or activities or in employment policies.

The following individuals have been designated as the employees responsible for coordinating the department's effort to implement this nondiscriminatory policy.

Title II - Ann Lary, Vocational Equity Coordinator
Title VI - Peyton Williams Jr., Associate Superintendent of State Schools and Special Services
Title IX - Myra Tolbert, Coordinator
Section 504 - Jane Lee, Coordinator of Special Education

Inquiries concerning the application of Title II, Title VI, Title IX or Section 504 to the policies and practices of the department may be addressed to the persons listed above at the Georgia Department of Education, Twin Towers East, Atlanta 30334; to the Regional Office for Civil Rights, Atlanta 30323; or to the Director, Office for Civil Rights, Education Department, Washington, D.C. 20201.

Calloway
&
Pletcher Inc.

GA8413301

A Word Processing Administrative Support Secretary Position Simulation

Forms Packet

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
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CE041394

Georgia Department of Education

CALLOWAY & PLETCHER, INC.

An Administrative Support Secretary Position Simulation

Prepared by

Savannah Area Vocational-Technical School
Savannah, Georgia

Project Supported by

Office of Vocational Education
Division of Program Improvement
and Evaluation
Georgia Department of Education
Atlanta, Georgia 30334

Dr. Charles McDaniel, State Superintendent of Schools

1984

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FOREWORD

This word processing administrative support secretary position simulation has been developed for use in an office applications laboratory at the postsecondary level. Its purpose is to give the student an opportunity to become familiar with the tasks and duties that may be performed by an administrative support secretary.

Appreciation is expressed to Mrs. Mildred Calloway, Mrs. Patricia Pletcher, and Mrs. Geraldine Price, business education instructors at Savannah Tech, for the development of these materials.

A special thanks go to Dr. John H. Lloyd, former director of the Division of Program Development and Support Services, and Mrs. Floy Baker, coordinator of Postsecondary Business Education Programs, for their continued support, encouragement, and leadership in this developmental effort.

Mrs. Doris Jean Rash-Wooten
Project Director
Office Simulation Project

Calloway
&
Pletcher Inc.
1001 King George Blvd. Savannah, Georgia 31406 Telephone (912)352-1066

MEMORANDUM

TO:

FROM:

SUBJECT:

DATE:

ABSENTEE CALL-IN SLIP

Name _____

Job Title _____

First Date Absent _____

Expected Return Date _____

Reason for Absence:

___Illness
___Vacation
___Personal Time
___Family Death
___Jury Duty
___Unknown

Explanation (if necessary) _____

Time of Notification of Absence:

_____ _____
Day Hour a.m./p.m.

Was Absence:

Reported on First Date Absent ___yes ___no

Considered by Supervisor as _____Excused
_____Unexcused

Date _____ Prepared by _____

PERSONNEL LEAVE RECORD

(Please print or type)

Employee _____
Last First Middle

Job Title _____

Social Security No. _____

Request the Following Absence to be Charged to the Type of Leave Indicated:

Beginning: _____a.m./p.m. _____
Month Day Year

Return to duty: _____a.m./p.m. _____
Month Day Year

Type of Leave and Number of Hours to be Charged:

_____Hours Vacation Leave
_____Hours Employee Sick Leave
_____Hours Family Sick Leave
__Illness __Accident
__Death _____(Date)
__Other (Explain in Remarks)

_____
Relationship

_____Hours Authorized Leave Without Pay (Explain in Remarks)

_____Hours Unauthorized Leave Without Pay (Explain in Remarks)

_____Hours Military Leave (Attach Orders)

_____Hours Court Leave (Attach Subpoena)

_____Hours Other (Explain in Remarks)

REMARKS: _____

_____ _____
Employee's Signature Date

_____ _____
Supervisor's Signature Date

_____ _____
Approved Date

FORMS PACKET

PAYROLL REGISTER

FOR THE WEEK BEGINNING _____ AND ENDING _____ PAID _____

EMPLOYEE DATA			EARNINGS						DEDUCTIONS				NET PAY	
NO.	NAME	EXEMPT.	RATE	NO. OF HOURS REG.	NO. OF HOURS O.T.	REGULAR	O. T.	TOTAL	W. H.	FICA	STATE	TOTAL	AMOUNT	CHECK NO.

55

FORMS PACKET

STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - NOT NEGOTIABLE

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading.

AGENT'S NO.

19

FROM

Consigned To

And Destination

CUST. ORDER NO.

DELIVERING CARRIER

CAR INITIAL AND NO.

NO. PACKAGES	DESCRIPTION OF ARTICLES	WEIGHT	RATE	CHK

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

(Signature of Consignor.)

If charges are to be prepaid, write or stamp here, "To be Prepaid."

Received $

to apply in prepayment of the charges on the property described hereon.

Agent or Cashier

Per

(The signature here acknowledges only the amount prepaid.)

Charges Advanced: $

SHIPPER'S NO.

SHIPPER

PER

AGENT PER

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EMPLOYEE EXPENSE STATEMENT

Reference _____ (For Accounting Use)
Budget Code _____
Month Ending _____
Auto License No. _____

NAME _____ Social Security No. _____ Headquarters _____
PLACE OF RESIDENCE _____ (Street) _____ (City) _____ (State) _____ (Zip Code)

	TRANSPORTATION							SUBSISTENCE						OTHER	
Date	Time Departed / Arrived	From, To	Odometer Reading Ending / Beginning	No. State Use Miles	(a) Amount Common Carrier	(b) Taxi Limo Bus	(a & b) (c) Total Trans	(d) Break fast	(e) Lunch	(f) Dinner	(d,e&f) (g) Total Meals	(h) Lodging	(g & h) (i) Total Subsist	Memo (Identify Other Expense)	Other Expense (Amount)

I do solemnly swear, under penalty provided by law, that the above statements are true and I have incurred the described expenses and the State use mileage in the discharge of my official duties for the State.

Employee's Signature _____ Date _____

APPROVED

_____ Date _____
Unit Head

_____ Date _____
Division Director/Office Head

TOTAL MILES _____ TOTAL TRANS. _____ 1
TOTAL SUBSISTENCE _____ 2
TOTAL OTHER _____ 3

ACCOUNT CODING

FUND	ACCOUNT NO.	FED. CODE	PROJECT NO.	AMOUNT

1 & 2 & 3 TOTAL REIMBURSEMENT 4
5
4 & 5 GRAND TOTAL 6

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PURCHASE ORDER

ORDER NO

DATE

TO

TERMS

SHIP VIA

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL

Type name, address, city, state, ZIP, and set no.

Name _____ Set No.	Name _____ Set No.
Address _____	Address _____
City _____ State ZIP	City _____ State ZIP
Name _____ Set No.	Name _____ Set No.
Address _____	Address _____
City _____ State ZIP	City _____ State ZIP
Name _____ Set No.	Name _____ Set No.
Address _____	Address _____
City _____ State ZIP	City _____ State ZIP
Name _____ Set No.	Name _____ Set No.
Address _____	Address _____
City _____ State ZIP	City _____ State ZIP
Name _____ Set No.	Name _____ Set No.
Address _____	Address _____
City _____ State ZIP	City _____ State ZIP
Name _____ Set No.	Name _____ Set No.
Address _____	Address _____
City _____ State ZIP	City _____ State ZIP

FORMS PACKET

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY

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REGISTER OF INSURED, SPECIAL
DELIVER, AND REGISTERED MAIL

RECEIVED		FROM		FOR	TYPE OF MAIL
DATE	TIME	NAME	ADDRESS	DEPARTMENT OR INDIVIDUAL	RECEIVED

BEST COPY AVAILABLE

Federal law prohibits discrimination on the basis of race, color or national origin (Title VI of the Civil Rights Act of 1964); sex (Title IX of the Educational Amendments of 1972 and Title II of the Vocational Education Amendments of 1976); or handicap (Section 504 of the Rehabilitation Act of 1973) in educational programs or activities receiving federal financial assistance.

Employees, students and the general public are hereby notified that the Georgia Department of Education does not discriminate in any educational programs or activities or in employment policies.

The following individuals have been designated as the employees responsible for coordinating the department's effort to implement this nondiscriminatory policy.

Title II - Ann Lary, Vocational Equity Coordinator
Title VI - Peyton Williams Jr., Associate Superintendent of State Schools and Special Services
Title IX - Myra Tolbert, Coordinator
Section 504 - Jane Lee, Coordinator of Special Educatio

Inquiries concerning the application of Title II, Title VI, Title IX or Section 504 to the policies and practices of the department may be addressed to the persons listed above at the Georgia Department of Education, Twin Towers East, Atlanta 30334; to the Regional Office for Civil Rights, Atlanta 30323; or to the Director, Office for Civil Rights, Education Department, Washington, D.C. 20201.